

The embodiments of the invention in which an exclusive property or privilege is claimed are defined as follows:

1. A service information tracking system for use with a fitness facility having a plurality of fitness equipment units, the system comprising:

(a) a control server to gather service information from at least one of the fitness equipment units; the control server including a data storage system to store and make accessible the information; and

(b) a wireless communication connection between the control server and the fitness equipment units to accommodate the gathering of service information.

2. The system according to Claim 1, wherein the control server prepares and sends a service alert message to at least one recipient.

3. The system according to Claim 2, wherein the message is generated if a fitness equipment unit experiences a significant event.

4. The system according to Claim 1, wherein the control server prepares and makes accessible a service report based on the information in its data storage system.

5. The system according to Claim 4, wherein the control server prepares and sends a service report to at least one recipient based on the information in its data storage system.

6. The system according to Claim 1, further comprising an accumulated data storage system including a permanent data storage unit; the accumulated data storage system gathering information from the control servers, and storing the information in the permanent data storage unit;

wherein the service information gathered at the accumulated data storage system is accessible by at least one user.

7. The system according to Claim 6, further comprising an enterprise level platform for integrating and accessing the accumulated data storage system and the control servers, including providing user access to the server's information stored at the control servers and/or accumulated data storage system.

8. The system according to Claim 6, wherein a user may access service information from the accumulated data storage system from a remote location.

9. The system according to Claim 6, wherein a user may access service information from the control servers from a remote location.

10. The system according to Claim 9, wherein the service information stored in the control server data storage unit is called real time data and the service information stored in the permanent data storage unit is called history service information, wherein a user may simultaneously access the real time service information and history service information from a remote location.

11. The system according to Claim 6, wherein the control server sends service information to the accumulated data storage system according to a predefined time schedule.

12. The system according to Claim 6, wherein the control server sends service information to the accumulated data storage system according to a predefined event schedule.

13. The system according to Claim 6, wherein a user may access the service information from the accumulated data storage system from a remote location by an Internet-based system.

14. The system according to Claim 6, wherein a user may access service information from the accumulated data storage unit from a remote location by a wireless communications protocol.

15. The system according to Claim 7, further comprising a plurality of data storage systems, each gathering information from a plurality of control servers and an enterprise level platform for coordinating the plurality of accumulated data storage systems and associated control servers, and providing user access to the information stored in the plurality of data storage systems and associated control servers.

16. An electronic method of obtaining a service alert pertaining to exercise equipment, the method comprising;

- (a) using a control server at a fitness facility to gather service information from at least one fitness equipment unit via a wireless connection;
- (b) determining whether the service information gathered in step (a) is significant; and
- (c) automatically sending a service alert message to at least one predefined recipient regarding service information that is significant.

17. The method according to Claim 16, wherein sending a service alert is accomplished automatically.

18. The method according to Claim 16, wherein sending a service alert is accomplished only when requested by at least one recipient.

19. The method according to Claim 16, wherein using the control server to gather service information includes storing the service information in a database associated with the control server.

20. The method according to Claim 16, wherein the service information is considered significant if the fitness equipment unit requires servicing

21. The method according to Claim 16, wherein the service information is sent by the control server.

22. The method according to Claim 16, wherein the control server gathers real time service information; the method further comprising using an accumulated data storage unit to store history service information; the history service information being formed by the periodic collection of the real time service information.

23. The method according to Claim 22, wherein determining whether the real time service information is significant includes obtaining and evaluating the history service information.

24. The method according to Claim 22, wherein sending a service alert message includes sending from the control server the real time service information and sending from the accumulated storage unit the history service information.

25. The method according to Claim 22, wherein sending a service alert message includes sending from the control server both the real time service information and the history service information.

26. The method according to Claim 22, wherein sending a service alert message includes sending from the accumulated data storage unit both the real time service information and the history service information.

27. The method according to Claim 16, wherein the control server gathers real time service information; the method further comprising using an accumulated data storage unit to store history service information; wherein sending a service alert message includes sending both real time service information and history service information.

28. The method according to Claim 27, wherein the history service information is formed from the periodic collection of real time service information via a wireless connection.

29. The method according to Claim 27, wherein both the real time service information and the history service information are sent by the control server.

30. The method according to Claim 27, wherein both the real time service information and the history service information are sent by the accumulated data storage unit.

31. A method of obtaining service information from fitness equipment units, the method comprising;

(a) requesting service information on the fitness equipment units from an accumulated data storage unit having a permanent database; the request including instructions defining what types of service information are to be obtained; the database having been formed from an accumulation of service information from a plurality of temporary databases; and

(b) receiving a service report from the accumulated data storage unit according to the instructions; wherein the service report includes a plethora of information.

32. The method according to Claim 31, wherein the service information from the accumulated data storage unit includes both current service information and history service information.

33. The method according to Claim 31, wherein the service information from the accumulated data storage unit includes history service information; the method further comprising requesting current service information from a plurality of temporary databases.

34. The method according to Claim 33, wherein requesting service information is accomplished via wireless protocol.

35. A method of obtaining service information, the method comprising requesting service information from a control server having a temporary database; the request including instructions defining what types of service information are to be obtained; and receiving a service report from the control server according to the instructions.

36. The method according to Claim 35, wherein the service information is real time service information.

37. In a computer system having a graphical user interface including a display and a user interface selection device, a method comprising providing real time and history service information regarding fitness equipment units.